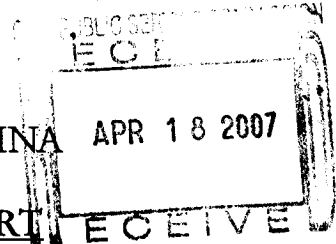


185470



COPY
 Prepared: D. Duke
 Dept: SA-DIS
 Date: 4-18-07
 Title: _____

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC - QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME Tel West Communications, LLC
 QUARTER / YEAR 01 Quarter / 2007

Reporting Month:	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
Number of South Carolina Customer Access Lines Provided:			
Via Resale:	395	364	342
Via UNE-P:			
Via Other Methods:			
Total South Carolina Line Count:	395	364	342
 Trouble Reports / Access Line (%)	 56/14 %	 32/9 %	 28/8 %
 Customer Out of Service Clearing Times (%)	 36 %	 44 %	 50 %
(Objective: <7%)			
 New Installs Completed w/in 5 Days (%)	 100%	 67%	 80%
(Objective: >85% w/in 5 working days)			
 Commitments Fulfilled (%)	 NA	 NA	 NA
(Objective: >85%)			

Explanation for Objectives Not Met: All functions and intervals are controlled by the ILEC, not by Tel West.

Does company use its own switching facilities to provide services within South Carolina?
 Yes ☐ No ☒

Person Making Report / Contact Information: Ginny Riggs, Accounts Receivable. 206-577-6336, griggs@telwestservices.com.